

# Evidence Brief: Peer Support Workers

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Produced by the Knowledge Management team Evidence Briefs offer an overview of the published reports, research, and evidence on a workforce-related topic.

**Date of publication:** March 2025

Please acknowledge this work in any resulting paper or presentation as:  
Evidence Brief: Peer Support Workers. Katie Nichoals. (March 2025). UK: Workforce, Training and Education Knowledge Management Team

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### Key publications – the big picture

#### Peer Support in Mental Health and Social Care Services

Imroc, October 2024

This paper considers progress and pitfalls; sources of successes and challenges; the gaps and the future possibilities. It ends with recommendations for policy, funding and practice which we believe are essential if peer support workers are to achieve all potential benefits for those whom they support, the services they work in and for their own personal wellbeing and professional development.

#### National Evaluation of the Preventing and Tackling Mental Ill Health through Green Social Prescribing Programme

Sheffield Hallam University, 2024

The Preventing and Tackling Mental Ill Health through Green Social Prescribing Project (Green Social Prescribing Project) is part of a £5.77m cross governmental initiative looking at how connecting people with nature can help well-being and improve mental health.

#### Supported self-management: peer support guide

NHS England, September 2023

Peer support is a [supported self-management intervention](#). It happens when people with similar long-term conditions, or health experiences, come together to support each other – either on a one-to-one or group basis. It is enabled through relationships that build mutual acceptance and understanding.

#### Recovery support services and lived experience initiatives

Office for Health Improvement and Disparities, September 2023  
Guidance on supporting lived experience initiatives and recovery support services to help people start and sustain recovery from problem drug and alcohol use.

#### NHS Long Term Workforce Plan

NHS England, June 2023

The first comprehensive workforce plan for the NHS, putting staffing on a sustainable footing and improving patient care. It focuses on retaining existing talent and making the best use of new technology alongside the biggest recruitment drive in health service history.

p. 98 Table 4: Personalised care roles potential expansion

#### Peer Support Workers' Benchmarking report

Health Education England, September 2020

The National Workforce Stocktake and Benchmarking Study of Mental Health Peer Support Workers was undertaken between January and April 2020, with the objective of providing a comprehensive snapshot of the size and shape of the Peer Support Worker profession's contribution to mental health services in England on 30th September 2019.

#### The role of Peer Support for families affected by someone else's comorbidity

Equal Vision funded by Health Education England, April 2020

This report deals with the role of peer support workers for families affected by another person's comorbidity. For the purposes of this paper, comorbidity refers to the co-occurrence of a substance use disorder and a mental health disorder in the same individual.

#### The NHS Long Term Plan

NHS England, January 2019

See p. 90 The NHS Long Term Plan was developed in partnership with those who know the NHS best – frontline health and care staff, patients and their families and other experts. "Examples of specific requirement in the Workforce Implementation Plan" which highlights Peer Support Workers

### Peer support roles in mental health services

Iriss, May 2016

Key points: Peer support is not new and exists in many forms, from informal sharing of experiences, to formalised peer support roles (paid and unpaid) in services.

### Peer support in mental health care: is it good value for money?

Centre for Mental Health, June 2013

Peer support workers - people with their own lived experience of mental illness - provide mutually supportive relationships in secondary mental health services. Increasing numbers are being employed, both in this country and elsewhere. But good quality evidence on the effectiveness of this form of service delivery is in short supply and even less is known about its cost-effectiveness.

### Peer support workers: a practice guide to implementation

Centre for Mental Health, October 2012

Our experience with the ImROC programme has led us to the conclusion that the widespread introduction of people with lived experience of mental health problems into the mental health workforce is probably the single most important factor contributing to changes towards more recovery-oriented services.

## Case Studies

### Peer Support Workers use lived experience to support mental health service users' recovery in the community

NHS England

A small team of Peer Support Workers employed by Reach Out – one of the healthcare partnerships established under the New Care Models in Tertiary Mental Health programme – use their own experience of secure adult care services to support patients

in the West Midlands who are moving towards discharge and supported recovery in the community.

### Case study: Working as a peer supporter

NHS Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust, June 2021

Joanne Cowen works as a peer supporter in the Sunderland South Community Treatment Team, using her own experiences of mental health to help others on their recovery journey. Having struggled with her mental health since the age of five, Joanne wanted to be able to give something back.

### Regional Peer Support Workers Forum – embedding and developing the peer support worker role across the region

Healthcare Library Northern Ireland, Spring 2018

The formation of the Regional Peer Support Workers Forum began in early 2016, alongside the introduction of peer support workers into the statutory mental health services. The implementation of this exciting new role formed part of the cultural shift within services to utilise the abilities, skills and perspectives of those of us with lived experience of recovery from mental ill health.

### Our recovery journey: two stories of changes within Norfolk and Suffolk NHS Foundation Trust Abstract only\*

Mental Health and Social Inclusion 19(1), March 2015

Purpose: The purpose of this paper is to describe Norfolk and Suffolk NHS Foundation Trust's journey of developing more recovery-focused services from two perspectives: that of the Trust project lead for recovery and that of a Recovery College Student and Peer Support Worker.

### The Star for workforce redesign

More resources and tools are available by searching "Peer Support Worker" in [the Star](#)

### Statistics

You can find relevant statistics on the [Health and Care Statistics Landscape](#) under "Health and Care"

### National Data Programme

Workforce, Training and Education staff can look at the [National Data Warehouse \(NDL\)](#) SharePoint site to find out more about datasets and Tableau products.

### Published Peer Reviewed Research

#### Challenges/ benefits

##### [The Challenges of Inter-role Conflicts for Peer Support Workers](#)

Abstract only\*

Psychiatric services (Washington, D.C.), 73(12), 2022

Abstract: The definitions of the roles of peer support workers (PSWs) are unclear, creating one of the main challenges to PSWs' successful involvement in mental health care. In this empirical qualitative study conducted in the Czech Republic, four common roles of PSWs (N=15) were identified: friend, professional, staff member, and expert-by-experience.

##### [Challenges faced by peer support workers during the integration into hospital-based mental health-care teams: results from a qualitative interview study](#) Abstract only\*

The International Journal of Social Psychiatry 66(3), 2020

Background: Being aware of the challenges that may occur during the implementation of peer support work in psychiatry is important to facilitate the integration of peer support workers (PSWs) into multidisciplinary mental health-care teams. Aim: The purpose of this study is to explore the challenges faced by PSWs during their integration into hospital-based mental health-care teams.

##### [Peer specialists in Community Mental Health: Ongoing challenges of inclusion](#)

Psychiatric Services 70(12), December 2019

Despite the tremendous growth of the peer specialist workforce in recent decades, significant ethical, political, and procedural challenges remain regarding recruitment and retention of peer staff.

##### [The stigma of identifying as having a lived experience runs before me: challenges for lived experience roles](#) Full text

available with NHS OpenAthens account\*

Journal of Mental Health 28(3), 2019

Background: Lived experience practitioners can contribute to improved outcomes for people with mental illness, supplementing traditional mental health services and reducing health care costs. However, lived experience practitioners frequently face stigma and discrimination within their work roles.

##### ['Walking the tightrope': The role of peer support workers in facilitating consumers' participation in decision-making](#) Abstract only\*

International Journal of Mental Health Nursing 27(4), August 2018

In adult mental health services, the participation of consumers is essential. The aim of this study was to explore the challenges faced by peer support workers when involving mental health consumers in decision-making about their care and the strategies they employed to overcome these challenges so as to improve mental health consumers' participation in decision-making and recovery.

### [Relationship of peer specialists to mental health outcomes in South Florida](#)

International Journal of Mental Health Systems 12(59), 2018  
Background: In recent years the use of peer specialists in the delivery of mental health of care across the US has increased. Although data on the benefits of using peer specialists is limited and/or equivocal, states are making policy and funding decisions to support the expansion of peer specialist services.

### [Does stigma towards mental illness affect initial perceptions of peer providers?](#) Full text available with NHS OpenAthens account\*

The Psychiatry Quarterly 87, 2016  
Peers (i.e. people with lived experience of mental illness and/or addictions) are being hired in large numbers to offer support for people with serious mental illnesses, but little is known about how peer providers are viewed.

### [So if we like the idea of peer workers, why aren't we seeing more?](#)

World Journal of Psychiatry 5(2), 2015  
The employment of peer support workers is widely encouraged in recovery-oriented mental health systems and services, providing a tangible example of how to translate recovery values and principles into actions.

### [Peer workers roles and risk in mental health services: a qualitative comparative study](#) Full text available with NHS

OpenAthens account\*

Community Mental Health Journal 51(4), May 2015

New peer worker roles are being introduced into mental health services internationally. This paper addresses a lack of research exploring issues of risk in relation to the role. In-depth interviews were carried out with 91 peer workers, service users, staff and managers.

### [Effects of employment as a peer support worker on personal recovery: a review of qualitative evidence](#) Abstract only\*

Mental Health Review Journal 20(1), March 2015

Purpose: The purpose of this paper is to systematically identify, appraise and synthesise qualitative research into how working as a peer support worker (PSW) affects personal recovery.

### [The contribution of experiential wisdom to the development of the Mental Health Professional Discourse](#)

Schizophrenia Bulletin 43(3), June 2015

Experiential wisdom, derived from expert knowledge of service users and carers, is of increasing importance in all aspects of UK mental health practice,<sup>1,2</sup> research,<sup>3</sup> and education.<sup>4,5</sup> It occupies an important, historical role in user-led traditions in mental health as it is central to the development of the personal recovery approach.<sup>6</sup>

### [Do stereotype threats affect peer providers?](#) Full text available with NHS OpenAthens account\*

Administration and Policy in Mental Health and Mental Health Services Research 41(5), September 2014

Mental health organizations are increasingly employing peers, but not without set-backs. This brief commentary explores the possible adverse impact of stereotype threats on the performance of peer providers.

### [Introducing peer worker roles into UK mental health service teams: a qualitative analysis of the organisational benefits and challenges](#)

BMC Health Services Research 13, 2013

Background: The provision of peer support as a component of mental health care, including the employment of Peer Workers (consumer-providers) by mental health service organisations, is increasingly common internationally.

### [Benefits of working as a certified peer specialist: results from a statewide survey](#) Full text available with NHS OpenAthens account\*

Psychiatric Rehabilitation Journal 36(3), September 2013

Objective: Certified peer specialists (CPSs) are an emerging workforce across the United States and are a critical component of recovery-oriented mental health systems. This study examined possible benefits of working as a CPS.

### [Challenges experienced by paid peer providers in mental health recovery: a qualitative study](#) Full text available with NHS OpenAthens account\*

Community Mental Health Journal 49(3), June 2013

Peer providers are increasingly employed in mental health services. We explored challenges experienced by 31 peer providers in diverse settings and roles using in-depth interviews, as part of a larger study focusing on their recovery (Moran et al. in Qual Health Res, 2012).

### [Challenges faced by mental health peer support workers: peer support from the peer supporter's point of view](#) Full text available with NHS OpenAthens account\*

Psychiatric Rehabilitation Journal 35(4), April-June 2012

Objective: This study aimed to identify the various challenges encountered by peer support workers in Western Australia in the

course of their work and to identify possible solutions to those challenges.

### [Benefits and mechanisms of recovery among peer providers with psychiatric illnesses](#) Abstract only\*

Qualitative Health Research 22(3), September 2011

Providing peer support to individuals with psychiatric disabilities has emerged as a promising modality of mental health services. These services are delivered by individuals who experience mental illnesses themselves.

## Competencies

### [Mental health nurses and mental health peer workers: self-perceptions of role-related clinical competencies](#) Abstract only\* International Journal of Mental Health Nursing 27(3), December 2017

In a mental healthcare that embraces a recovery-oriented practice, the employment of mental health peer workers is encouraged. Although peer workers are increasingly working together with nurses, there is a lack of research that explores how nurses and peer workers perceive their role-related competences in clinical practice. The aim of this study was to clarify and understand these self-perceptions in order to identify the specificity and potential complementarity of both roles. This insight is needed to underpin a successful partnership between both vocations.

### [Professional competencies for promoting recovery in mental illness](#)

Psychiatry: Interpersonal and Biological Processes 75(2), 2012

This study explored professional caregiving from the perspective of people diagnosed with schizophrenia to develop proposed professional competencies for promoting recovery.

### Recovery-promoting professionals competencies: perspectives of mental health consumers, consumer-providers and providers

Full text available via OpenAthens account\*

Psychiatric Rehabilitation Journal 34(3), 2011

Objectives: The purpose of this study was to empirically validate a set of conceptually derived recovery-promoting competencies from the perspectives of mental health consumers, consumer-providers and providers.

### Defining the role

#### What do peer support workers do? A job description

BMC Health Services Research 12(205), 2012

Background: The extant literature suggests that poorly defined job roles make it difficult for peer support workers to be successful, and hinder their integration into multi-disciplinary workplace teams.

### Education and training

#### Embedding Service User Experience ('Experts by Experience') Into Undergraduate Mental Health Nursing Education: A Co-Production Research Project Abstract only\*

International Journal of Mental Health Nursing 34(1), January 2025

Internationally, the need to have service user involvement (the 'voice' of recovery journeys) as an established and significant feature on the landscape of professional development has been widely discussed in the area of mental health nursing (MHN) education for over a decade. Service user involvement contributes to a different understanding, bringing 'new' ways of knowing in nursing education and potentially new ways of practicing within mental health services.

### Development of the UPSIDES global mental health training programme for peer support workers: Perspectives from stakeholders in low, middle and high-income countries

PloS One 19(2), 2024

BACKGROUND: Peer support in mental health is a low-threshold intervention with increasing evidence for enhancing personal recovery and empowerment of persons living with severe mental health conditions. As peer support spreads globally, there is a growing need for peer support training programmes that work well in different contexts and cultures.

#### Interprofessional education for mental health professions and peer support workers – to facilitate learning in teamwork Abstract only\*

Mental Health and Social Inclusion, September 2023

Purpose: In mental health care the peer support workers (PSWs) are, by their experience based expertise, supporting the recovery of people using services and have also been shown to stimulate interprofessional learning (IPL) but which, due to hierarchical teams, is challenged.

#### Peer support worker training: Results of the evaluation of the Experienced Involvement training programme in Switzerland and Germany

International journal of mental health nursing 30(2), 2021

Abstract: The 'Experienced Involvement' (EX-IN) training programme prepares and certifies individuals who have experienced mental health problems to work as peer support workers and to support others challenged by similar conditions.

### Health, wellbeing and work-life balance

#### Peer Support Workers in Mental Health Services: A Qualitative Exploration of Emotional Burden, Moral Distress and Strategies to Reduce the Risk of Mental Health Crisis

Community Mental Health Journal, 2024

This research aimed to explore the experience of emotional burden among peer support workers (PSWs) in mental health care in Poland. It also examined the issue of moral distress in relation to this professional group and identified institutional sources of support for the well-being of PSWs in the workplace.

#### "Do I feel safe here?" Organisational climate and mental health peer worker experience

BMC Health Services Research 24(1), 2024

BACKGROUND: In Australia, lived experience peer support workforces are expanding making it one of the fastest growing emerging disciplines in transdisciplinary mental health settings. This article provides insight for organisations on the contextual realities peer workers face, increases understanding of peer support services to improve service delivery environments and contributes to mental health systems reform.

#### What supports the emotional well-being of peer workers in an NHS mental health service?

Mental Health and Social Inclusion, 2024

Purpose: This study aims to explore the experiences of peers working in a range of roles within a single NHS mental health service. This study also aims to provide evidence of the impact of existing support, organisational structure and culture around peer working and provide recommendations for a Good Practice Guide for Peer Working.

#### Work-life boundary management of peer support workers when engaging in virtual mental health support during the COVID-19 pandemic: a qualitative case study

BMC Public Health 23(1), 2023

Background: Mental health care needs have increased since the COVID-19 pandemic was declared. Peer support workers (PSWs) and the organizations that employ them have strived to provide services to meet increasing needs. During pandemic lockdowns in Ontario, Canada, these services moved online and were provided by PSWs from their homes.

#### Predictors of worklife burnout among mental health certified peer specialists Abstract only\*

The American Journal of Orthopsychiatry, 92(6), 2022

Abstract: Certified peer specialists (CPSs) are a growing workforce that uses their lived experience of a behavioral health disorders plus skills learned in formal training to deliver support services. Despite their important role in the mental health care system and research on their working conditions, experiences of burnout have not been widely studied among CPSs.

#### Burnout and Turnover Intention Among Peer Providers and Other Providers of Mental Health Services in a Rural Two-County Area

Journal of psychosocial rehabilitation and mental health, 9(1), 2022

Abstract: Peer providers in the mental health field, having their own lived experience with mental illness, use their personal experience to assist the consumers of their services. Given high burnout rates in the mental health field, there have been two prior investigations of burnout among peer providers. T

### History

#### The mental health consumer movement and peer providers in Israel

Epidemiology and Psychiatric Sciences 27, 2018

Self-help peer-support groups in Israel emerged in the 1980s and, over time, dynamically interacted and co-developed with the statutory mental health (MH) system. In this editorial, I outline historical milestones of how the evolution of the Israeli mental health system was influenced by the consumer movement.

### Impact/ Effect

#### An exploratory randomised trial investigating feasibility, potential impact and cost effectiveness of link workers for people living with multimorbidity attending general practices in deprived urban communities

BMC Primary Care 25(1), 2024

BACKGROUND: Social prescribing link workers are non-health or social care professionals who connect people with psychosocial needs to non-clinical community supports. They are being implemented widely, but there is limited evidence for appropriate target populations or cost effectiveness.

#### The impact of working as a peer worker in mental health services: a longitudinal mixed methods study

Author(s): Gillard et al.

BMC Psychiatry 22(373), 2022

Background: Peer workers are increasingly employed in mental health services to use their own experiences of mental distress in supporting others with similar experiences. While evidence is emerging of the benefits of peer support for people using services, the impact on peer workers is less clear.

#### More 'milk' than 'psychology or tablets': Mental health professionals' perspectives on the value of peer support workers

Health expectations : an international journal of public participation in health care and health policy 24(2), 2021

Abstract: BACKGROUND: Though growing numbers of peer support workers are employed in the UK National Health Service (NHS), conflicts persist between core values of peer support and values which exert power within these services., OBJECTIVES: To explore what NHS mental health professionals value about the peer support worker role.

### Implementation and evaluation

#### A balancing act: integrating the expertise of youth peer workers in child and adolescent mental health services

European Child & Adolescent Psychiatry, 2024

The socio-relational focus of youth peer support workers (YPSWs) poses a challenge when YPSWs are embedded in medical oriented contexts common to child and adolescent mental health services (CAMHS); as it requires YPSWs to find a balance between being a peer on one hand, and adhering to professional boundaries and medical standards set out by CAMHS on the other.

#### Paving the Road While Walking - Perspectives from Flexible Assertive Community Treatment Managers on Preparing the Implementation of Peer Support Work (PSW) in Outpatient Services

Issues in Mental Health Nursing, 2024

This qualitative study explored the perspectives of Flexible Assertive Community Treatment managers on preparation and employment of peer support workers. The study was based on semi-structured interviews with managers (n = 5) in Outpatient Services in the North Denmark Region.

["Whatever journey you want to take, I'll support you through": a mixed methods evaluation of a peer worker program in the hospital emergency department](#)

BMC Health Services Research 24(1), 2024

BACKGROUND: People who are unhoused, use substances (drugs and/or alcohol), and who have mental health conditions experience barriers to care access and are frequently confronted with discrimination and stigma in health care settings.

[Managing Peer Support Workers in Swedish Mental Health Services—A Leadership Perspective on Implementation and Sustainability](#)

Journal of Psychosocial Rehabilitation and Mental Health 10, : 2023

Even though it has been demonstrated that peer support contributes to positive outcomes for service users, organizational implementation issues remain. The aim of the current study was to examine an implementation of peer support from the perspective of managers in order to develop knowledge of factors influencing sustainability of this initiative.

[Developing and evaluating mental health lived experience practitioner \(LXP\) roles in an NHS trust](#)

Publication Details: Journal of mental health (Abingdon, England) 31(2), 2022

Abstract: BACKGROUND: The value of establishing roles for people with lived experience of mental distress within mental health services is increasingly being recognised. However, there is limited information to guide the introduction of these roles into mental health services.

[Peer specialists: Exploring the influence of program structure on their emerging role](#)

Psychological Services 16(3), 2019

Although peer specialists play an increasing role in mental health service delivery, little is known about the best program structures for maximizing effective service delivery. This study reports on qualitative data from a larger study on peer specialists working with veterans in a Veterans Affairs homelessness program who were dually diagnosed with substance abuse and mental health concerns. Peer specialists were trained to deliver a recovery support program that is carried out weekly over 9 months and includes 20 structured sessions using a workbook and 20 unstructured, individually planned sessions.

[Welcoming peer workers in NHS settings: facilitating readiness with an Early Intervention in Psychosis team](#) Abstract only\*

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Mental Health and Social Inclusion 11, 2019

Purpose: A pilot project commissioned to assess feasibility and impact of peer support in an Early Intervention in Psychosis (EIP) service highlighted the importance of team readiness. The purpose of this paper is to reflect on the lessons learned in recognising and facilitating team readiness in an NHS setting.

[What happens when peer support workers are introduced as members of community-based clinical mental health service delivery teams: a qualitative study](#) Full text available with NHS

OpenAthens account\*

Journal of Interprofessional Care 34(1), 2020

The insights of people who have experienced mental health issues are at the core of recovery frameworks. The inclusion of peer support workers in clinical care teams is crucial to a recovery-supportive focus. Peer support workers facilitate egalitarian spaces for non-peer staff and consumers to frankly discuss the lived experience of mental illness.

## Evidence Brief: Peer Support Workers

[An exploration of factors that effect the implementation of peer support services in community mental health settings](#) Abstract only\*

Community Mental Health journal 54, May 2017

This study explored the integration of peer services into community mental health settings through qualitative interviews with peer-providers and non-peer mental health workers. Results show peer job satisfaction was contingent upon role clarity, autonomy, and acceptance by non-peer coworkers.

[The implementation of a peer support scheme in an assertive rehabilitation ward in high secure forensic services](#) Abstract only\*

Mental Health and Social Inclusion 21(4), 2017

Purpose: The purpose of this paper is to provide an overview of the implementation of a peer support volunteer scheme in a high secure setting and to explore the peer support volunteer's experiences conducting this role, based predominantly on an assertive rehabilitation ward.

[Introducing new peer worker roles into mental health services in England: Comparative case study research across a range of organisational contexts](#) Full text available with NHS OpenAthens account\*

Administration and Policy in Mental Health and Mental Health Services Research 42(6), November 2015

A wide variety of peer worker roles is being introduced into mental health services internationally. Empirical insight into whether conditions supporting role introduction are common across organisational contexts is lacking.

[Implementation of consumer providers into mental health intensive case management teams](#)

The Journal of Behavioural Health Services and Research 42(1), 2015

In mental health care, consumer providers (CPs) are individuals with serious mental illness (SMI) who draw upon their lived experiences while providing services to others with SMI. Implementation of CPs has proven to be challenging in a variety of settings.

[Developing a change model for peer worker interventions in mental health services: a qualitative research study](#) Full text available with NHS OpenAthens account\*

Epidemiology and Psychiatric Services 24(5), October 2015

Aims: A range of peer worker roles are being introduced into mental health services internationally. There is some evidence that attests to the benefits of peer workers for the people they support but formal trial evidence is inconclusive, in part because the change model underpinning peer support-based interventions is underdeveloped.

[Developing peer support worker roles: reflecting on experiences in Scotland](#) Abstract only\*

Mental Health and Social Inclusion 18, August 2010

This article describes the development of peer support roles and programmes in Scotland, and includes findings from an evaluation of a peer support worker pilot scheme. The evaluation assessed the impact of the pilot on service users, peer support workers and the wider service system, along with considering the issues involved in implementing peer support programmes.

### Integration

[Key Considerations in Integrating a Peer Support Model Within Psychiatric Emergency Services at a Canadian Pediatric Emergency Department: A Qualitative Study](#) Abstract only\*  
Community Mental Health Journal, 2024

Difficulties accessing primary care and community-based mental health supports has contributed to youth (aged < 18 years) with mental health concerns presenting to Emergency Departments (EDs).

[Can you be a peer if you don't share the same health or social conditions? A qualitative study on peer integration in a primary care setting](#)

BMC Primary Care 25(1), 2024

BACKGROUND: Peer support has been extensively studied in specific areas of community-based primary care such as mental health, substance use, HIV, homelessness, and Indigenous health. These programs are often built on the assumption that peers must share similar social identities or lived experiences of disease to be effective.

[Lived experience allyship in mental health services: Recommendations for improved uptake of allyship roles in support of peer workforces](#)

International Journal of Mental Health Nursing, 2024

Inclusion of service users in the design and delivery of mental health services is clearly articulated throughout Australian mental health action plans and stated as an expectation within contemporary mental health policy. International and local Australian research demonstrates benefits for the inclusion of lived experience workers in service users' recovery journey; however, persistent challenges and barriers limit their effective integration into transdisciplinary mental health service teams.

[Implementing peer support work in mental health care in Germany: The methodological framework of the collaborative, participatory, mixed-methods study \(ImpPeer-Psy5\)](#)

Health Expectations 27(1), 2024

Background: Starting in the 1990s in the United States, individuals with lived experience of mental health crises and recovery have been employed as peer support workers (PSWs) internationally. However, the implementation of PSW in clinical contexts remains challenging.

[Integration of peer specialists working in mental health service settings](#) Full text available with NHS OpenAthens account\*

Community Mental Health Journal 51(4), May 2015

Peer specialists are people in recovery employed to share their experiences to promote the recovery of others affected by mental illness. Examining workplace integration indicators that predict the job satisfaction of peer specialists employed in a variety of behavioral health settings is critical to ensure the retention and effectiveness of this viable workforce.

[An examination of the integration of certified peer specialists into Community Mental Health Centers](#) Full text available with NHS

OpenAthens account\*

Community Mental Health Journal 48(4), August 2012

The formal role of Certified Peer Specialist (CPS) is a recent addition to the mental health field. CPSs are people in recovery employed within the mental health system, mostly by community mental health centers, to provide support through sharing life experiences with those working toward recovery from mental illness.

[Integration of a peer provider in a mental health clinic: perspectives from a peer provider and a clinic director](#) Full text

available with NHS OpenAthens account\*

Psychiatric Rehabilitation Journal 35(5), September 2012

The purpose of this contribution is to provide a candid description from the perspectives of both a clinician and a peer provider regarding the unique process by which a peer provider became a member of a mental health service delivery team.

### Job satisfaction

#### Strategies and supports used by mental health peer workers to facilitate role performance and satisfaction

Advances in Mental Health 22(2), 2024

Objective: This study aimed to explore, from peer workers' perspectives, the supports and strategies they use to optimise their wellbeing and effectiveness in their roles.

#### Explaining Job Satisfaction Among Mental Health Peer Support Workers Abstract only\*

Psychiatric Rehabilitation Journal 46(3), 2023

Abstract: Objective: Peer support practice has seen exponential growth during the past several decades. While there exists a body of research on job satisfaction among this emerging workforce, many studies had limited sample sizes and demographic diversity and focused on few facets of job satisfaction.

### Learning from Covid-19

#### A role for lived experience mental health leadership in the age of Covid-19

Journal of Mental Health 29(3), 2020

In 2020 an invisible assassin has swept across the world, creating chaos, confusion and uncertainty. Covid 19 has taken many people's health, some people's lives and the lives of loved ones. It has destroyed livelihoods and put the financial futures of billions at risk.

### Management

#### Managers as peer workers' allies: A qualitative study of managers' perceptions and actions to involve peer workers in Norwegian mental health and substance use services

International journal of mental health systems 17(1), 2023

Abstract: BACKGROUND: Citizens with experience and knowledge about what it is like to use mental health and substance use services are increasingly employed within similar services as peer workers.

#### 'You don't know what you don't know': The essential role of management exposure, understanding and commitment in peer workforce development Abstract only\*

International Journal of Mental Health Nursing 28(2), January 2019

The peer workforce has increased significantly in recent years; however, structured development and support for the roles are lacking. This paper explores the role of executive and senior management understanding in the employment of peer roles.

### Occupational identity

#### Liminality in the occupational identity of mental health peer support workers: a qualitative study

International Journal of Mental Health Nursing 27(2), May 2017

Peer support is increasingly provided as a component of mental health care, where people in recovery from mental health problems use their lived experiences to provide support to those experiencing similar difficulties. In the present study, we explored the evolution of peer support workers' (PSW) occupational identities. A qualitative study was undertaken alongside a pilot randomized, controlled trial of peer support for service users discharged from a mental hospital in London, UK. Two focus groups were conducted with eight PSW. Semistructured

interviews were conducted with 13 service users receiving peer support and on two occasions with a peer support coordinator.

### Online peer-to-peer support

#### The future of mental health care: peer-to-peer support and social media

Epidemiology and Psychiatric Sciences 25, 2016

Aims: People with serious mental illness are increasingly turning to popular social media, including Facebook, Twitter or YouTube, to share their illness experiences or seek advice from others with similar health conditions. This emerging form of unsolicited communication among self-forming online communities of patients and individuals with diverse health concerns is referred to as peer-to-peer support.

#### Global health partnership for student peer-to-peer psychiatry eLearning: Lessons learned

Globalisation and Health 12, 2016

Background: Global 'twinning' relationships between healthcare organizations and institutions in low and high resource settings have created growing opportunities for e-health partnerships which capitalize upon expanding information technology resources worldwide.

### Place-based approaches

#### 'Chugging along, plugging in and out of it': Understanding a place-based approach for community-based support of mental health recovery

Social Science and Medicine 348, 2024

Community-based Mental Health (MH) organisations in the United Kingdom (UK) are facing challenges for sustaining in-person service delivery. Without empirical evidence that demonstrates the value of a place-based approach for MH

recovery, and the types of resources needed to build nurturing spaces for peer support, community-based MH organisations will struggle to maintain their physical spaces.

#### Taking a gamble for high rewards? Management perspectives on the value of mental health peer workers

International Journal of Environmental Research and Public Health 15(746), 2018

Mental health peer work is attracting growing interest and provides a potentially impactful method of service user involvement in mental health design and delivery, contributing to mental health reform. The need to effectively support this emerging workforce is consequently increasing. This study aimed to better understand the views of management in relation to peer work and specifically explores the value of peer work from the perspective of management.

### Place in integrated/ multidisciplinary teams

#### Peer specialists and mental health nurses who work with patients who are suicidal: A comparative interview study

International Journal of Nursing Studies 8, June 2025

Background: In the field of suicide prevention, knowledge about the involvement and approaches of peer specialists is scarce, prompting an examination of their potential unique contributions compared to what mental health nurses offer.

#### What happens when peer support workers are introduced as members of community-based clinical mental health service delivery teams: a qualitative study Abstract only\*

Journal of Interprofessional Care 34(1), January-February 2020

The insights of people who have experienced mental health issues are at the core of recovery frameworks. The inclusion of peer support workers in clinical care teams is crucial to a recovery-supportive focus. Peer support workers facilitate

egalitarian spaces for non-peer staff and consumers to frankly discuss the lived experience of mental illness.

### Knowledge and expertise in care practices: the role of the peer worker in mental health teams

Sociology of Health & Illness 41(7), April 2019

Our research examines how different forms of knowledge and expertise are increasingly important in caring for people experiencing mental illness. We build on theoretical developments regarding multiple ontologies of knowing about illness. We examine how experiential knowledge of mental health problems, learned by being subject to illness rather than through objective study, is enacted in mental healthcare teams.

### Where do peer providers fit into newly integrated mental health and primary care teams? A mixed methods study

Full text available with NHS OpenAthens account\*

Administration and Policy in Mental Health and Mental Health Services Research 45(4), July 2018

Little is known about the involvement of peer providers in integrated behavioral health teams. This study asks where peer providers fit within integrated care teams in Los Angeles County.

### From physical wellness to cultural brokering: unpacking the roles of peer providers in integrated health care settings

Abstract only\*  
Community Mental Health Journal 54(8), November 2018

This qualitative study explored peer provider experiences working in newly integrated mental health and primary care pilot programs within a large public mental health system. Nineteen peer providers participated in semistructured interviews that focused on experiences delivering care within integrated teams.

Building capacity in social service agencies to employ peer providers Full text available with NHS OpenAthens account\*  
Psychiatric Rehabilitation Journal 34(2), October-December 2010

Objective: While there is evidence that peer providers are valuable to service delivery teams, the agencies where they work face difficulties in fulfilling the potential of including peers on staff effectively. The purpose of this article is to report findings of a pilot test of a workplace strategy that promoted inclusion of peer providers at social service agencies by building organizational capacity to support people with mental health conditions in peer provider roles.

## Practice examples

### Peer specialists in suicide prevention: possibilities and pitfalls

Full text available with NHS OpenAthens account\*

Psychological Services 16(3), August 2019

The emergence of peer specialists with histories of suicidality in mental health care services is a recent but scarcely researched societal phenomenon. The current study aimed to explore how peer specialists who have experienced suicidality (either attempted suicide or suicidal ideation) use their experiences to contribute to suicide prevention in mental health care services. Qualitative interviews with 20 peer specialists who have personally dealt with suicidality in their past were conducted.

### Strategic storytelling: an exploration of the professional practices of mental health peer providers

Abstract only\*  
Qualitative Health Research 29(9), January 2019

Peer providers of mental health services use their personal illness and recovery narratives to help other mental health service users.

### Emerging roles for peer providers in mental health and substance use disorders

Full text available with NHS

OpenAthens account\*

American Journal of Preventative Medicine 54(6), June 2018

Introduction: The purpose of this study was to identify and assess states with best practices in peer provider workforce development and employment. A growing body of research demonstrates that peer providers with lived experience contribute positively to the treatment and recovery of individuals with behavioral health needs. Increased employment opportunities have led to policy concerns about training, certification, roles, and reimbursement for peer provider services.

### Military veteran engagement with mental health and well-being services: a qualitative study of the role of the peer support worker

Full text available with NHS OpenAthens account\*

Journal of Mental Health 28(6), December 2019

Background: Many UK military veterans experiencing mental health and well-being difficulties do not engage with support services to get the help they need. Some mental health clinics employ Peer Support Workers (PSWs) to help veteran patients engage, however it is not known how the role influences UK veteran engagement.

### A peer mentorship program for mental health professionals in veterans health administration home-based primary care

Abstract only\*

Clinical Gerontologist 40(2), 2017

Objectives: Mental health professionals working in integrated, interdisciplinary primary or geriatric care settings may have limited training for this growing model of care. Peer mentorship is one avenue of professional development support. We describe the development and evaluation of a peer mentorship program for mental health professionals working within Veterans Health

Administration (VHA) Home Based Primary Care (HBPC) programs.

### Using peer navigators to address the integrated health care needs of homeless African Americans with serious mental illness

Psychiatric Services 68(3), March 2017

Objective: The study examined the impact of a peer navigator program (PNP) developed by a community-based participatory research team and used with a group of African Americans with serious mental illness who were homeless. Methods: Sixty-seven research participants were randomly assigned to receive PNP or treatment as usual (control) for one year.

### An innovative model of depression care delivery: peer mentors in collaboration with a mental health professional to relieve depression in older adults

The American Journal of Geriatric Psychiatry 24(5), May 2016

Objectives: Traditional mental health services are not used by a majority of older adults with depression, suggesting a need for new methods of health service delivery. We conducted a pilot study using peer mentors to deliver depression care to older adults in collaboration with a mental health professional.

### Viewpoint: Peer support workers: an untapped resource in primary mental health care

Journal of Primary Health Care 7(1), March 2015

The treatment of moderate to severe mental illness in a primary health care setting is an area under development and can be contentious. The capacity, capability, resourcing and willingness of staff and organisations all feature in the discussions among specialist services and primary health care providers about the opportunities and barriers associated with primary mental health care.

### Peer workers' role in smoking-cessation groups for people with mental illness Abstract only\*

Australasian Psychiatry 21(3), June 2013

Objectives: The objective of this article is to evaluate the impact of peer workers' involvement as co-leaders in smoking-cessation programmes provided within mental health services.

Method: Group smoking-cessation programmes were provided for people living with mental illness. Peer workers were involved in the development and delivery of these programmes.

### **Practitioner lived experience**

### Mental health service staff on sharing lived experience in the workplace Abstract only\*

Australian Social Work 77(2), 2024

Over the past three decades, lived experience designated roles in mental health services in Australia have increased. However, the lived experience of staff in roles not designated in this way is often hidden or unacknowledged.

### Exploring the role of practitioner lived experience of mental health issues in counselling and psychotherapy

Counselling & Psychotherapy Research 22(4), 2022

Abstract: Insights gained from lived experience of mental health issues are increasingly utilised in the delivery of mental health services, reflecting a growing recognition of the value of experiential knowledge. Despite this recognition, there is a dearth of literature on the lived experience of counsellors and psychotherapists, and as such, insight into how counsellors and psychotherapists understand and experience their dual patient-therapist identity is limited.

### **Professionalisation**

### Facing the paradox of professionalizing peer roles in MH services: how addressing self-disclosure with self-determination theory might help

Epidemiology and Psychiatric Science 34, 2025

Peer Support Workers (PSWs) play a crucial role in recovery-oriented mental health services. They offer support and hope by sharing their personal experiences and recovery journeys. However, transitioning from voluntary self-help roles to paid positions within statutory systems is not merely a technical shift.

### Skin in the game: The professionalization of lived experience roles in mental health

International journal of mental health nursing 30, 2021

Abstract: The lived experience workforce has moved from being a grassroots support and activist movement to become the fastest growing workforce within mental health. As lived experience work becomes assimilated within mainstream mental health service delivery, it faces mounting pressure to become more professionalized. Professionalization has evoked both optimism and fear, with diverging views within the lived experience workforce. In this paper, an assessment of the existing professionalization of the lived experience workforce is undertaken by drawing on theoretical positions and indices of what constitutes a profession.

### **Research**

### Establishing a research agenda for understanding the role and impact of mental health peer specialists

Psychiatric Services 68(9), September 2017

Mental health peer specialists are individuals with serious mental illnesses who receive training to use their lived experiences to help others with serious mental illnesses in clinical settings. This

Open Forum discusses the state of the research for mental health peer specialists and suggests a research agenda to advance the field. Studies have suggested that peer specialists vary widely in their roles, settings, and theoretical orientations.

### Rural areas

#### [The role of the peer support worker in increasing rural mental health help-seeking](#) Abstract only\*

Australian Journal of Rural Health 28(2), April 2020

Objective: Mental health peer support workers draw on lived experience to provide benefit to people experiencing mental distress. People living in rural areas are less likely than their urban counterparts to seek professional help for psychological distress. The aim of this study was to explore the perceived value of rural peer support workers as facilitators to rural mental health help-seeking.

### Self-disclosure

#### [The role of self-disclosure by peer mentors: using personal narratives in depression care](#)

Patient Education and Counselling 102(7), July 2019

Objective: Self-disclosure is recognized as an important aspect of peer support, but little is known about its use by peers. This study aimed to qualitatively understand peer self-disclosure in the context of depression care delivery to older adults.

### Systematic reviews and literature reviews

#### [Tensions and Opportunities in Nurse, Midwife, and Peer Worker Collaborations in Healthcare Delivery: A Scoping Review and Narrative Synthesis](#)

Journal of Advanced Nursing, March 2025

Aim: To explore the published literature on nurse/midwife and peer worker collaborations in healthcare services. Design: Scoping review and narrative synthesis. Methods: The framework proposed by Levac et al. was used. PubMed, CINAHL, MEDLINE, Scopus, and Embase databases were systematically searched, and results uploaded to Covidence for screening against inclusion criteria. A critical narrative synthesis of included studies was conducted, guided by Popay et al.

#### [The effectiveness, implementation, and experiences of peer support approaches for mental health: a systematic umbrella review](#)

BMC Medicine 22(1), 2024

BACKGROUND: Peer support for mental health is recommended across international policy guidance and provision. Our systematic umbrella review summarises evidence on the effectiveness, implementation, and experiences of paid peer support approaches for mental health.

#### [A systematic review exploring youth peer support for young people with mental health problems](#)

European Child & Adolescent Psychiatry 33(8), 2024

Youth peer support workers (YPSWs) are young adults with lived experience of mental illness during childhood or adolescence who support young people receiving treatment in mental health services.

## Evidence Brief: Peer Support Workers

### [Actions targeting the integration of peer workforces in mental health organisations: a mixed-methods systematic review](#)

BMC Psychiatry 24(1), 2024

BACKGROUND: Lived experience workforces are one of the fastest growing emerging disciplines in Australian mental health service settings. Individuals with lived and living experience of mental distress employed in mental health services, often referred to as peer or lived experience workers, are widely considered essential for mental health recovery and reform.

### [Peer Workers in Co-production and Co-creation in Mental Health and Substance Use Services: A Scoping Review](#)

Publication Details: Administration and Policy in Mental Health, 50(2), 2023

Abstract: People with lived experience of mental health challenges are extensively employed as peer workers within mental health and substance use services worldwide. Research shows that peer workers benefit individuals using such services and can have essential roles in developing recovery-oriented services.

### [Identifying key roles and responsibilities of peer workers in behavioral health services: A scoping review](#) Abstract only\*

Patient education and counseling, 2023

Abstract: OBJECTIVE: The roles and responsibilities of peer workers (PWs) are not well articulated. This scoping review aims to systematically identify and describe the roles of PWs in outpatient, community based mental health and substance use services, and compare their roles and responsibilities across these service settings.

### [Peer support workers' role and expertise and interprofessional learning in mental health care: a scoping review](#)

Publication Details: Journal of interprofessional care, 36(6), 2022

Abstract: Interprofessional learning (IPL), which is learning

arising from the interaction between representatives of two or more professions, has not been studied extensively in relation to peer support workers (PSWs) in mental health care teams. PSWs support others who face challenges with their own experience of similar challenges of mental health problems.

### [A Systematic Review of the Roles and Contributions of Peer Providers in the Behavioral Health Workforce](#) Abstract only\*

Publication Details: American Journal of Preventive Medicine, 61(4), 2021

Abstract: CONTEXT: Peer providers with lived experiences of mental health and substance use are a growing component of the workforce responsible for the prevention and treatment of behavioral health disorders. This systematic literature review aims to better define the roles of peers and their unique contributions to behavioral health care.

### [Initial Training for Mental Health Peer Support Workers: Systematized Review and International Delphi Consultation](#)

JMIR mental health 8(5), 2021

Abstract: BACKGROUND: Initial training is essential for the mental health peer support worker (PSW) role. Training needs to incorporate recent advances in digital peer support and the increase of peer support work roles internationally. There is a lack of evidence on training topics that are important for initial peer support work training and on which training topics can be provided on the internet.

### [A systematic review of influences on implementation of peer support work for adults with mental health problems](#)

Source: Social Psychiatry and Psychiatric Epidemiology 55, March 2020

Purpose The evidence base for peer support work in mental health is established, yet implementation remains a challenge. The aim of this systematic review was to identify influences

which facilitate or are barriers to implementation of mental health peer support work.

### [Patient, client, consumer, survivor or other alternatives? A scoping review of preferred terms for labelling individuals who access healthcare across settings](#)

BMJ Open 9, 2019

Objectives Use of the term 'patient' has been recently debated, compared with alternatives including 'consumer' and 'client'. This scoping study aimed to provide an integrated view of preferred labels across healthcare contexts and countries to clarify labelling preferences of individuals accessing healthcare. Design Scoping study.

### [Potential Benefits of Incorporating Peer-to-Peer Interactions Into Digital Interventions for Psychotic Disorders: A Systematic Review](#)

Psychiatric Services 69(4), April 2018

Objective: Peer-to-peer interactions and support groups mitigate experiences of social isolation and loneliness often reported by individuals with psychotic disorders. Online peer-to-peer communication can promote broader use of this form of social support. Peer-to-peer interactions occur naturally on social media platforms, but they can negatively affect mental health.

### [Peer support workers: evidence-based workforce knowledge summary](#)

Surrey and Sussex Library and Knowledge Services on behalf of HEE, March 2017

This is one of a series of bulletins providing an outline of the evidence-base for workforce interventions that have been identified as important in transforming models of care. The bulletin summarises the findings of a more detailed literature review commissioned by Health Education England, details of which are available alongside this summary on HEE Star.

### [Peer workers' perceptions and experiences of barriers to implementation of peer worker roles in mental health services: A literature review](#) Abstract only\*

International Journal of Nursing Studies 60, August 2016

Objectives: To identify peer workers' perceptions and experiences of barriers to implementation of peer worker roles in mental health services. Design: Review of qualitative and quantitative studies.

### [Online peer-to-peer support for young people with mental health problems: a systematic review](#)

JMIR Publications 2(2), 2015

Background: Adolescence and early adulthood are critical periods for the development of mental disorders. Online peer-to-peer communication is popular among young people and may improve mental health by providing social support. Previous systematic reviews have targeted Internet support groups for adults with mental health problems, including depression.

### [Peer Support Workers in Health: A Qualitative Metasynthesis of their experiences](#)

PLoS One, October 2015

Objective: Peer support models, where an individual has a specific illness or lifestyle experience and supports others experiencing similar challenges, have frequently been used in different fields of healthcare to successfully engage hard-to-reach groups. Despite recognition of their value, the impact of these roles on the peer has not been systematically assessed.

### [Consumer-providers of care for adult clients of statutory mental health services](#)

Cochrane Database of Systematic Reviews, March 2013

Background: In mental health services, the past several decades has seen a slow but steady trend towards employment of past or

present consumers of the service to work alongside mental health professionals in providing services. However the effects of this employment on clients (service recipients) and services has remained unclear.

### Telephone based self-management support by 'lay health workers' and 'peer support workers' to prevent and manage vascular diseases: a systematic review and meta-analysis

BMC Health Services 13, December 2013

Improved prevention and management of vascular disease is a global priority. Non-health care professionals (such as, 'lay health workers' and 'peer support workers') are increasingly being used to offer telephone support alongside that offered by conventional services, to reach disadvantaged populations and to provide more efficient delivery of care.

### **Transition from patient to peer worker**

### Navigating transitions into, through, and beyond peer worker roles: insider insights from the Supporting Harm Reduction through Peer Support (SHARPS) study

Harm Reduction Journal 21(1), 2024

BACKGROUND: Peer workers are individuals who draw on their personal experiences in a professional capacity to support clients. Existing research on the role of peer workers in mental health, homelessness, and substance use services has primarily focused on their impact on client outcomes.

### The transition from patient to mental health peer worker: a grounded theory approach Abstract only\*

International Journal of Mental Health Nursing 28(2), April 2019

Peer workers are increasingly being engaged in contemporary mental healthcare. To become a peer worker, patients must evolve from having a patient identity to a peer worker identity. This study aims to understand how mental health peer workers

experience their transition and how it affects their view of themselves and their direct working context.

### **Views, perceptions, and experiences**

### Attitudes of Peer Support Workers towards the Medical Model: A Qualitative Study from the Viewpoints of Peer Support Workers and Mental Health Staff

Community Mental Health Journal, February 2025

Attitudes of Peer Support Workers are generally expected to be grounded in recovery philosophy. They may encounter resistance from Mental Health Workers, which tend to be more closely aligned with the medical model. We aim to investigate how PSWs relate in clinical contexts to some main aspects of medical model-based attitudes.

### Non-peer professionals' understanding of recovery and attitudes towards peer support workers joining existing community mental health teams in the North Denmark Region: A qualitative study

International Journal of Mental Health Nursing, 2024

Peer support is a collaborative practice where people with lived experience of mental health conditions engage in supporting like-minded. Peer support impacts on personal recovery and empowerment and creates value at an organisational level. However, the implementation of peer support into existing mental health services is often impeded by barriers embedded in organisational culture and support in role expectations.

### "And now I know how you feel...": Lived experience of surviving mental illness as a prosumer Abstract only\*

Psychological Services 19(1), February 2022

In this article, through a reflexive account, I present the ways the sudden onset of clinical depression in my own life brought me closer to the vulnerabilities (due to stigma around mental illness)

as well as opportunities to contribute to the mental health of my clients as a prosumer.

[Peer worker perspectives on their potential role in the success of implementing recovery-oriented practice in a clinical mental health setting](#) Abstract only\*

Journal of Evidence-Based Social Work 17(3), 2020

Purpose: Recovery-oriented practice (ROP) is growing internationally in mental health services. The study aimed to examine the perspectives of peer workers about ROP pre-implementation within one service. This is important to improve clinicians' understandings of how service users feel and experience the organization's culture, thereby improving recovery focus.

[Workplace experiences of mental health consumer peer workers in New South Wales, Australia: a survey study exploring job satisfaction, burnout and turnover intention](#)

BMC Psychiatry 270, 2020

Background: Consumer peer workers are individuals with lived experience of mental health issues and recovery who are employed to use their lived experience to support others. The consumer peer workforce has expanded substantially in recent years. While some research has explored the workplace experiences of peer workers, no previous studies have explored job satisfaction, burnout or turnover intention for this workforce. Methods: Consumer peer workers in New South Wales, Australia were invited to complete a survey designed to explore their workplace experiences. The survey included measures of job satisfaction, burnout, turnover intention, job demands and job resources, and satisfaction with supervision, professional development and opportunities for career progression.

[Constructing a positive identity: a qualitative study of the driving forces of peer workers in mental health-care systems](#) Abstract only\*

International Journal of Mental Health Nursing 27(1), February 2018

There is growing recognition in mental health for the perspective of individuals with lived experience of mental health problems and mental health service use. As peer workers, these individuals can use their specific experience to benefit and support peers and professional caregivers, and to participate at all levels of mental health-care systems.

[Tokenistic or genuinely effective? Exploring the views of voluntary sector staff regarding the emerging peer support worker role in mental health](#) Abstract only\*

Journal of Psychiatric and Mental Health Nursing 24(7), September 2017

Aim Peer support worker (PSW) roles are gaining recognition internationally as a valuable component in mental health service delivery. The aim of this study was to explore the views of mental health voluntary sector staff regarding the emergence of this role. Method A qualitative research design was used. A purposive sample was employed.

[Acknowledging rural disadvantage in mental health: views of peer workers](#) Abstract only\*

Perspectives in Psychiatric Care 53(4), October 2017

Purpose: The aim of this article was to present views and opinions of people employed to work from their personal experience of significant mental health challenges (peer workers). The specific focus was on their capacity to contribute meaningfully to mental health service provision and in rural areas and associated barriers.

### [Consumer providers' experiences of recovery and concerns as members of a psychiatric multidisciplinary team: a qualitative descriptive study from the Japan Outreach Model Project 2011-2014](#)

PLoS One 12(3), March 2017

Objective The objective of this study was to clarify consumer providers (CPs) subjective experiences as members of a psychiatric multidisciplinary outreach team that provided services to individuals with a mental illness living in the community.

### [Factors supporting the employment of young adult peer providers: perspectives of peers and supervisors](#) Full text available with NHS OpenAthens account\*

Community Mental Health Journal 53(7), October 2017

Peer providers are a promising practice for transition-age youth community mental health treatment engagement and support, yet little is known about the experience of being a young adult peer provider or what helps to make an individual in this role successful.

### ["Very much evolving": a qualitative study of the views of psychiatrists about peer support workers](#)

Journal of Mental Health 25(3), June 2016

Background: Mental health services continue to develop service user involvement, including a growth in employment of peer support workers (PSWs). Despite the importance of the views and attitudes expressed by psychiatrists, this topic has not previously been studied.

### [Patients' views: Peer support worker on inpatient wards](#)

Abstracts only\*

Mental Health and Social Inclusion 20(3), August 2016

Purpose: The purpose of this paper is to explore patients' experiences of intentional mental health peer support (PS).

Design/methodology/approach: Seven in-depth interviews were

carried out by an independent researcher with individual inpatients who volunteered via a PS worker following leaflet and poster distribution explaining the research on the two wards. Each recorded interview of 13 questions was transcribed verbatim by the researcher and analysis identified common themes across the interviews.

## Competency Frameworks

Health Education England's New Roles in Mental Health Implementation Group for Peer Support Workers commissioned this competence framework to support the projected expansion in the number of peer support workers. It forms part of our [national programme](#) to develop new roles, and expand others, to transform the mental health workforce.

The peer support worker framework is formed in 3 parts:

- [The Competence Framework - Part 1 - Supporting document](#)
- [The Competence Framework - Part 2 - Full list of competences](#)
- [The Competence Framework - Part 3 - Curriculum](#)

### [Raising the glass ceiling: considering a career pathway for peer support workers – 2021](#)

Health Education England, 2021

This thought piece will illuminate some initial ideas on developing a career pathway for peer support workers (PSWs), in line with aspirations set out in the NHS Long Term Plan. Commissioned by the Health Education England (HEE) Peer Support as part of the New Roles in Mental Health Working Group, this thought piece owes sincere thanks to a number of collaborating partners.